

# UI Web Registration Process

## Web Registration/Application

- Create a User Account.

State of Hawaii  
Department of Labor and Industrial Relations  
**Unemployment Insurance**

**Claimant Services**

Create your personal account. Before filing online for unemployment benefits or viewing your payment history, you must [create a new personal account](#), which includes creating your **username** and **password**. If you already have a personal account, please proceed by entering your **username** below.

**Claimant Login**  
Username [Forgot?](#)

**Create Claimant Account**  
To create a personal online account, [click here](#). ←  
**Select "Create Claimant Account"**

**Claimant Announcements**

**EMERGENCY UNEMPLOYMENT COMPENSATION(EUC)**  
Unless Congress acts, the Emergency Unemployment Compensation (EUC) program will expire on January 1, 2014. The **final EUC payment** is the week ending **December 28, 2013**. No further benefits will be paid after the week ending December 28, 2013 even if a balance remains in your account.

**EMERGENCY UNEMPLOYMENT COMPENSATION(EUC)**  
The Budget Control Act of 2011 requires... [see more >>](#)

**When to File Online**

File online during these times only:

- Monday through Friday**  
6:30 a.m. to 11:00 p.m.  
Hawaii Standard Time
- Weekends and Holidays**  
9:00 a.m. to 11:00 p.m.  
Hawaii Standard Time

**Unemployment Info**

[Other Ways to File](#)

[Unemployment Insurance home page](#)

[Benefits Estimator](#)

[Videos: How to File Online Claim Certifications](#)

[Ilocano](#) [Tagalog](#) [Chuukese](#) [Marshallese](#) [Español](#) [Viêt](#) [中文](#) [한국의](#) [日本語](#)

Recommended browsers: Windows Firefox 10+ and Internet Explorer 8+.  
If you experience problems filing your claim online, please contact us (see [Other Ways](#)).

[Privacy Policy](#)

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Department of Labor and Industrial Relations **Unemployment Insurance**

**Create Account :: Basic Info**

[Basic Info >>](#) [Profile >>](#) [Security](#)

Fields with \* are required fields

\* Social Security Number (xxx-xx-xxxx)  
 -  -

\* Birthdate  
 /  /   
mm dd yyyy

\* Last Name

\* First Name

Middle Initial

\* Please type the text depicted in the image below.

**Security Image**

The letters are not case-sensitive. Do not type spaces between the numbers and letters.

- Create a unique user name – the system will not accept a username already on file.

Department of Labor and Industrial Relations **Unemployment Insurance**

## Create Account :: Profile

[Basic Info >>](#) [Profile >>](#) [Security](#)

*Fields with \* are required fields*

\* Confirm Social Security Number (xxx-xx-xxxx)  
XXX - XX - 0002

\* Username  
[ ]

\* Confirm Username  
[ ]

\* E-mail Address  
[ @yahoo.com ]

\* Confirm E-mail Address  
[ @yahoo.com ] X

**E-mail Address**

Please enter a valid **e-mail address**. Your temporary password, which is needed to complete your online registration, will be sent to this e-mail address. This e-mail address also will be used to send confirmations when your claims have been submitted.

- Select security questions, a personal security image and security phrase.

Department of Labor and Industrial Relations **Unemployment Insurance**

## Create Account :: Security

[Basic Info >>](#) [Profile >>](#) [Security](#)

*Fields with \* are required fields*

\* Security Question #1  
--Please Select--

\* Answer #1  
[ ]

\* Security Question #2  
--Please Select--

\* Answer #2  
[ ]

\* Security Question #3  
--Please Select--

\* Answer #3  
[ ]

Select a Personal Security Image  
--Please Select--

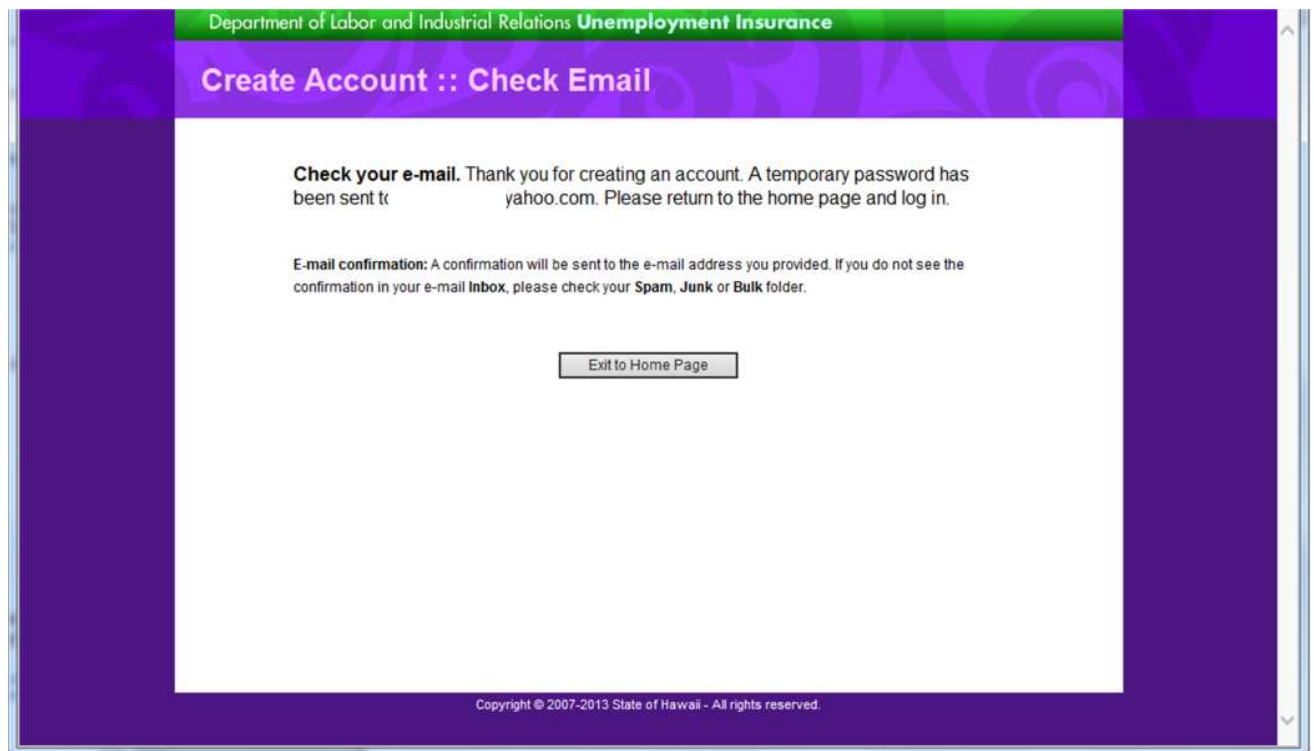
\* Security Phrase (max 150 chars)  
[ ]

**Security Questions and Answers**

In some cases, you will need to verify that you are authorized to access the account by answering security questions.

- Choose any question from the drop-down list. You must select and **answer three questions**.
- Answers are not case-sensitive.
- TIP: Avoid answers that may have multiple spellings (e.g., the system will not accept "Smith St." if you originally entered "Smith Street" as your answer).

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- Once registration is complete, a temporary password will be sent to the email on file.



- Log in with your temporary password and create your permanent password.

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## Login :: Create New Password

You are using a **temporary password**. Please create a new password.

**New Password**

Must contain the following:

- 8-32 characters that you can remember
- at least 1 non-alpha character
- a combination of upper and lowercase letters
- no leading or ending spaces

**Confirm Password**

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- Create your permanent password.

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## Login :: Password Changed

Your password has been changed.

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- Select "Initial Claim" to start a new claim.

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## Menu

Account Micham (xxx-xx-0001)

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### CLAIM CERTIFICATION

*File weekly or biweekly claim certifications*

After filing an initial claim or reactivating an existing claim, you must file claim certifications for weeks that you are unemployed to receive benefits.

### INITIAL CLAIM

*Start a new claim*

File a new application if this is the first time you are filing or if you have not filed an application within the past twelve months.

### REACTIVATE CLAIM

*Reopen a claim that has not expired*

Reactivate your claim if you have to report a recent job separation, or your claim is inactive or you will not or did not file a claim certification for the past two or more weeks.

You can Reactivate your claim Monday through Friday - 6:30 a.m. to 5:30 p.m.

Reactivation is unavailable - Weekends and Holidays

### APPEALS

File an appeal, get hearing information and see appeal statuses.

You can file your appeal Monday through Friday - 6:30 a.m. to 5:30 p.m.

Weekends and Holidays - 9:00 a.m. to 5:30 p.m.

### MANAGE MY ACCOUNT

[Claim Inquiry](#)  
Review claim information and check the status of claims filed.

[Direct Deposit](#)  
Request or stop benefit payments to be directly deposited to your bank account.

[Address Change](#)  
The address must be in the state you are currently residing.

[Edit Profile](#)  
Change your username and/or password; email address; security question(s), security answer(s), security image and/or security phrase.

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- To complete the initial claim process make sure you have a list of all your employment within the past 18 months, including the address and phone number.
- You will need your bank account and routing number for direct deposit.

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## Basic Information

Parttotal cl  
Facts highlight  
If you have pr  
Mother's Ma  
Has your emp  
in the past 18  
Have you been  
past 18 months  
Please see also  
notice?  
In the past 12  
unemployment  
Hawaii?  
In the past 18  
States Federa  
In the past 18  
continuous dis  
Military?  
Are you filing f  
Please type th  
r j k

### Apply Online - Tip

#### INFORMATION: Direct Deposit

Before you begin, we will be asking for direct deposit information during the application process. Please have this information available before continuing. We will NEVER ask for your banking username or online passwords.

Direct deposit is a simple, safe and secure way to get benefits. If you wish us to send your payment into a bank or credit union account, have the following information when you apply:

- Account type (checking or savings)
- Financial institution's routing number
- Account number

This information can be retrieved from your existing checks or preprinted deposit slips. For questions regarding this information please contact your bank for help.

DATE: \_\_\_\_\_ 20\_\_\_\_ 12-1234/1234

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_ DOLLARS

MEMO: \_\_\_\_\_

1 234 56 789 1 234 56 789 1000

ROUTING NUMBER ACCOUNT NUMBER

Close



- After completing the online application, you be emailed a confirmation page with further instructions.
  - You will need to file weekly/biweekly claim certifications.
  - Register for work within 7 calendar days with [hirenethawaii.com](http://hirenethawaii.com) or with a referring union.
  - Make three verifiable job contacts per week and maintain a record.

If you have questions about registering for work, contact the Workforce Development Division in your area:

**Workforce Development Division (WDD) Offices and One-Stop Centers, <http://hawaii.gov/labor/wdd>**

**Honolulu Office**, 830 Punchbowl St, Rm 112, Honolulu, HI 96813-5080, Ph: (808) 586-8700

**Dillingham Plaza**, 1505 Dillingham Blvd, Rm 110, Honolulu, HI 96817-4822, Ph: (808) 768-5700

**Waipahu Civic Center**, 94-275 Mokuola St, Rm 300, Waipahu, HI 96797-3369, Ph: (808) 675-0010

**Waianae Neighborhood Center**, 85-670 Farrington Hwy, Rm 6, Waianae, HI 96792-2407, Ph: (808) 768-5800

**Hauula Civic Center**, 54-010 Kukuna St, Hauula, HI 96717 Ph: (808) 293-2626

**Hilo One-Stop Center**, 1990 Kinoole St, Rm 102, Hilo, HI 96720-5293, Ph: (808) 981-2860

**Kailua-Kona One-Stop Center**, 74-5565 Luhia St, Ste C4., Kailua-Kona, HI 96740-3124, Ph: (808) 327-4770

**Maui One-Stop Career Resource Center**, 2064 Wells St, Rm 108, Wailuku, HI 96793-2251, Ph: (808) 984-2091

**Molokai WDD**, 55 Makaena Pl, Rm 4, Kaunakakai, HI 96748-0929, Ph: (808) 553-1755

**Lanai WDD** Ph: (808) 984-2091

**Kauai Workwise!**, 4444 Rice St, #302, Lihue, HI 96766, Ph: (808) 274-3056

For more information about unemployment, contact your local claims office:

**Unemployment Insurance Claims Offices, <http://labor.hawaii.gov/ui>**

**Honolulu Claims Office**, 830 Punchbowl St, Rm 110, PO Box 4090, Honolulu, HI 96812-4090,

Ph: (808) 586-8970 or 586-8971, Fax: (808) 586-8980

Email: [dlir.ui.honolulu@hawaii.gov](mailto:dlir.ui.honolulu@hawaii.gov)

**Waipahu Claims Office**, 94-275 Mokuola St, Rm 301, Waipahu, HI 96797-3369,

Ph: (808) 675-0030, Fax: (808) 675-0025

email: [dlir.ui.waipahu@hawaii.gov](mailto:dlir.ui.waipahu@hawaii.gov)

**Hilo Claims Office**, 1990 Kinoole St, Rm 101, Hilo, HI 96720-5293,

Ph: (808) 974-4086, Fax: (808) 974-4085

email: [dlir.ui.hilo@hawaii.gov](mailto:dlir.ui.hilo@hawaii.gov)

**Kona Claims Office**, Ashikawa Building, 81-990 Halekii St, Rm 2090, PO Box 167, Kealahou, HI 96750-0167,

Ph: (808) 322-4822, Fax: (808) 322-4828

Email: [dlir.ui.kona@hawaii.gov](mailto:dlir.ui.kona@hawaii.gov)

**Maui Claims Office**, 54 South High St, Rm 201, Wailuku, HI 96793-2198,

Ph: (808) 984-8400, Fax: (808) 984-8444

email: [dlir.ui.maui@hawaii.gov](mailto:dlir.ui.maui@hawaii.gov)

**Molokai Claims Office**, 55 Makaena St, Rm 4, PO Box 1858, Kaunakakai, HI 96748-1858,

Ph: (808) 553-1750, Fax: (808) 553-1753

Email: [dlir.ui.maui@hawaii.gov](mailto:dlir.ui.maui@hawaii.gov)

**Kauai Claims Office**, 3-3100 Kuhio Hwy, Rm C12, Lihue, HI 96766-1153,

Ph: (808) 274-3043, Fax: (808) 274-3046

Email: [dlir.ui.kauai@hawaii.gov](mailto:dlir.ui.kauai@hawaii.gov)

**Liable Interstate Unit**, PO Box 4090, Honolulu, HI 96812-4090,

Ph: (808) 586-8960, Fax: (808) 586-8980

Email: [dlir.ui.honolulu@hawaii.gov](mailto:dlir.ui.honolulu@hawaii.gov)